

Governor's Advisory Council on Aging Performance Measurement Dashboard

Following the work of the Ad Hoc Committee on Review & Revitalization and Public Relations, the Governor's Advisory Council on Aging approved six areas of focus for new measurable outcomes.

Outcomes and Measures (last update: 11/10/15)

Outcome	Current Result
1. Continue to build/strengthen relationships with state agencies, Area Agencies on Aging, and organizations across the state dealing with aging issues	
2. Fully engage all GACA Members	
3. Modify committee structure and processes	
4. Increase awareness of GACA throughout the state	
5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state	
6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years	

Measure #1 green = completed; red = action; blue = ongoing efforts	Responsible Party	Target Date	Actual Date
1. Continue to build/strengthen relationships with state agencies, AAAs, and organizations across the state dealing with			
<p>A.* Information collected from Liaison surveys and discussions (survey conducted May and June 2014) used to help develop Ad Hoc Committee's recommendations to GACA</p> <p>Action: completed</p>	Ad Hoc Committee		Sept. 2014 GACA Meeting
<p>B.</p> <p>Show importance of Liaisons at all meetings; always ask how GACA can partner/support/help</p> <p>> Ask for specifics and identify whether GACA has ability to partner/support/help with no funding</p> <p>> Liaisons please come with one-page bullets/summary</p> <p>Action: GACA meeting agenda includes opportunity for liaisons to offer ideas on partnership,</p>	All	ongoing ngoing	Starting January 2015
<p>C.</p> <p>Maintain open, two-way channels of communication</p> <p>> Continue efforts to build two-way communication (e.g., email reminders sent from GACA Chair of ongoing importance of Liaison input and ideas)</p> <p>>Feedback to Liaisons is ongoing</p> <p>Action: Email message to Liaisons includes reminder ahead of GACA meetings</p>	Chair	ongoing ngoing	
<p>D.</p> <p>GACA Members continue to attend aging-related agency meetings/events throughout the state (when invited or when meeting is public), and share updates with full council</p> <p>> Continue agenda item regarding GACA members sharing of updates</p> <p>Action: All GACA agendas explicitly set aside meeting time for updates and members are encouraged to share.</p>	All	ongoing	
<p>E.</p> <p>Reemphasize on-going invitation to Governor's staff to attend GACA meetings and GACA Chair joins Executive Director at scheduled meetings with Policy Advisor ahead of GACA meetings</p> <p>>Enhance effort/strong effort</p> <p>Action: 2015 schedule of meetings provided; 1:1 meetings held ahead of March, May, July & Nov. meetings</p> <p>2016 schedule of meeting provided 11/10/2015</p>	Chair	ongoing ngoing	

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F.	GACA Chair sends letter to Governor's staff outlining importance of Executive Director's inclusion in aging related meetings including Arizona Association of Area Agencies on Aging >Letter - formalize (the invitation) Action: Letter provided 7/2/15	Chair	TBD	7/2/2015
G.	Conduct stakeholder survey (via Survey Monkey online tool and personal conversations) at least annually to gather feedback for GACA priorities and help measure effectiveness of efforts Action: Stakeholder survey distributed August 2015; results reported 11/6/2015	Staff	annually	Drafted 6/19/15 Sent 8/3/15 results reported 11/6/15
H.	Support/participate in state agency programs/initiatives and activities >Agenda item and action response Action:	All	ongoing	

Measure #2 green = completed; red = action; blue = ongoing efforts	Responsible Party	Target Date	Actual Date
2. Fully Engage all GACA Members			
B. Approved GACA Member Background Wish List developed, approved then shared with Boards & Commissions in September 2014 Action: List provided to new Director of Boards & Commissions 1/2015			Completed 9/2014
A. Use information gleaned from Member Survey in June 2014 to improve participation of Council Members > Utilize information collected from GACA members to make committee and work assignments > More social opportunities - optional coffee/breakfast/after or before meeting Action: Social time held prior to 5/8 meetings; potluck at annual planning 11/6/15 Action: GACA member engagement survey conducted 7/23/15; results reported & reviewed 11/6/15 meeting	Chair Chair & Staff Vice Chair & Staff	Prior to January 2015 Exec Mtg.	Completed Held 5/8/2015 12 of 15 (final responses)
C. GACA Chair and Executive Director continue introductions, sharing of information, and conversations with new appointees as soon as possible following appointment to discuss expectations and confirm commitment to serve on this working council > Continue orientation with expectations (for GACA members) Action: 1:1 orientation held with new Member 5/8/2015	Chair/ED	By 12/15/14	ongoing
D. Formal Orientation sessions will be regularly scheduled and conducted for new members and invitation issued to all GACA members; orientation must be attended by new members no later than by their third scheduled full-council meeting (the sooner the better) Action: formal orientation session conducted by Council Chair prior to 3rd scheduled GACA meeting	Chair/ED	Prior to January Mtg. subject to transition requirements	ongoing
E. Regarding each member's participation in GACA Committees: 1) Amend GACA By-Laws to include the following requirements of all GACA Members: > Make good use of Council members' time "no meeting to meet" a) Must serve as an active member of at least one GACA Committee (multiple committees are encouraged) b) Must arrive prepared, and actively participate and contribute to designated GACA Committees, including any work assigned between meetings 2) GACA Chair shall recommend action if members are not regularly attending or participating in Council Committee meetings Action: By-Laws Ad Hoc Committee presented proposed amendments at 5/8/15 GACA meeting; copy posted to GACA website for 30+ period. Council voted to approve 7/10/2015	George Evanoff All All Chair	By 12/15/14 ongoing ongoing ongoing	Approved 7/10/2015 Ad Hoc reviewed & proposed amendments; reviewed by GACA 5/8/2015; posted for 30+ days following May mtg. By-Laws now include Approved By-Laws amendment 7/10/2015 Approved 7/10/2015
F. Encourage members to attend other aging-related meetings and events, especially in their part of the state, and report back to GACA any pertinent news of interest and best practices > Continued agenda item for report back on aging-related meetings, events best practices	All Staff	ongoing ongoing	Ongoing agenda item

Measure #2 green = completed; red = action; blue = ongoing efforts	Responsible Party	Target Date	Actual Date
Action:			
<p>G. GACA members refer to website to ensure they are kept up-to-date when required to miss meetings</p> <ul style="list-style-type: none"> > GACA Chair to include reminders to members that they are responsible to refer to website (talk to staff) to ensure they are up-to-date when missing meetings > Staff enhance posting on website, as able > Idea: expand calendar posting/GACA portal - N/A due to website reconstruction <p>Action:</p>	All Chair/Staff assistance	ongoing ongoing N/A	website transition beginning 1/2015

Measure #3	Responsible Party	Target Date	Actual Date
3. Modify Committee Structure and Processes green = completed; red = action; blue = ongoing efforts			
<p>B&C Committee structure for 2015 reviewed and approved at September 12, 2014 GACA meeting; subcommittees to be determined</p> <p>Action: Subcommittees determined ahead of 1.9.2015 meeting; 2016 standing committees = LPCC & AICC</p> <p>Committee structure for 2015 reviewed and approved at September 12, 2014 GACA meeting; subcommittees to be determined</p>			<p>Completed Established ahead of 1.9.2015 11/6/2015</p>
<p>A.</p> <p>Change by-laws, materials and descriptions, & website to allow for flexibility in number, name, and purpose of committees</p> <p>(amendments to by-laws) in process (note: requires 30 days written notice)</p> <p>Action: Council Chair appointed Ad Hoc Committee that reviewed proposed amendments and made recommendations shared with GACA at 5/8/15 meeting. Amendments posted following 5/8 GACA meeting</p>	<p>Exec. Committee reviews/Staff posts amendments</p> <p>Ad Hoc By-Laws formed & conducted review</p>	by 3/15/2014	<p>Ad Hoc met 4/20/2015</p> <p>Reviewed at 5/8/2015 meeting; amendments approved 7/10/2015</p>
<p>B.</p> <p>GACA reviews Committee purpose and structure during annual planning each year and modification made as needed</p> <p>> Goals & objectives established with measurable outcomes and recognition of those helping committee meet goals</p> <p>Action: Objectives approved in AICC; reviewed in LPCC on 5.8.2015; distributed approved to AICC following 9.10.15 meeting; 2016 standing committees LPCC & AICC as agreed at 11/6/15 meeting</p>	<p>All Each Committee Chair</p>	<p>annually; (Nov.) January 2015 committee mtgs</p>	
<p>C.</p> <p>Proposed committee structure for 2015:</p> <p>1) Executive Committee [standing committee]</p> <p>2) Legislative and Policy Coordinating Committee (LPCC) [working committee] - Meets monthly during legislative planning and legislative sessions as needed, leads greatly enhanced advocacy efforts, works closely with Staff to research, track and quickly address proposed legislation, staff provides in-depth analyses after reach session to GACA for development of on-going legislative priorities</p> <p>Action: Legislative Tracking subcommittee met monthly during session (January - April 2015)</p> <p>> Committee meetings offered call-in option when meeting between Council meetings</p> <p>Action: Call-in option offered for subcommittees; met objectives.</p> <p>>LPCC focuses on Senior Action Day, Legislation; completed as of 11/6/2015</p>			<p>Completed</p> <p>Completed</p> <p>Completed</p>

Measure #3	Responsible Party	Target Date	Actual Date
<p>3) Aging in Community (AIC) [working committee] - to include Alzheimer's, workforce and transportation issues; meets bimonthly or scheduled to coincide with GACA meetings</p> <p>a) Alzheimer's Subcommittee [standing subcommittee - to adhere to statutory mandate for GACA] Goal: At the Alzheimer's subcommittee on May 8, 2015, participants agreed to assist with the dissemination of information for the Arizona Alzheimer's Consortium event on June 12, 2015. Outcome: from the reports received, 88 individuals were sent the information about the event via email by 3 members.</p> <p>b) Transportation Issues Subcommittee</p> <p>- Other subcommittees may be formed by AICC as needed</p> <p>4) Other committees would be formed by the Executive Committee as Special or Ad Hoc Committees or Task Force such as research for standing committees related to best practices or as special committee.</p> <p>> Housing topic; help committee members with change</p> <p>Action: Alzheimer's Subcommittee met during AICC in March, May, July; 8.7.15 & 8.12.15; Transportation Subcommittee has met during AICC in March, May, July and 2.23.15</p>			ongoing
<p>D. Hold all Council and Committee meetings on same day, e.g., all on Fridays</p> <p>1) Better use of time by staff, liaison and members</p> <p>* Proposed timing:</p> <p>8:30 a.m. Legislative and Policy Coordinating Committee (LPCC)</p> <p>10:15 a.m. Aging in Community Committee (AICC)</p> <p>12:00 p.m. Executive Committee (other GACA Members have lunch break)</p> <p>1:00 p.m. Full GACA meeting</p> <p>> Keep flexibility in scheduling (to help GACA achieve required quorum)</p> <p>> Save the date information to committees with new times/focus</p> <p>Action: Meeting times adjusted to current schedule (above) following input from members 1.9.2015</p>	Chair/Staff	by 11/30/14	Completed Completed
<p>E. Improve how committees operate and their effectiveness</p> <p>1) Update and clearly outline mission and goals; review at beginning of each meeting</p> <p>2) Orientation of Committee Chair; avoid duplication of information, effort & reporting; remind of minute posting on website</p> <p>> Training provided for all Committee Chairs, including tip sheet on conducting meetings</p> <p>> Annual orientation for all Committee and Subcommittee Chairs conducted prior to (sub)committee's first meeting of the year</p>	<p>Committee Chairs</p> <p>Chair Lisa O'Neill/ (Melinda Preston)</p>	<p>ongoing</p> <p>by 01/31/15; as needed</p> <p>TBD</p>	<p>ongoing</p> <p>Completed Orientation & training 1.8.15 Provided 1.8.15 Completed 1.8.15</p>

Measure #3	Responsible Party	Target Date	Actual Date
<p>3) Develop well-defined responsibilities for members, liaisons and staff</p> <p>a) Each member will come to meetings fully prepared and expected to actively participate</p> <p>b) When appropriate, homework (work to be completed between meetings) is assigned</p> <p>> Committee Chair delegates tasks</p> <p>4) Share best practices on a regular basis - national, statewide, regional, etc.</p> <p>> Best practices are researched and used for committee projects and shared with full Council</p> <p>5) create measurable outcomes for each committee and use timelines to keep on track</p> <p>> Staff provides a dashboard at each meeting to help track progress and deadlines</p> <p>6) When possible, schedule time for networking</p> <p>7) Stick to agendas and timelines; GACA members guide Open Meeting Law adherence</p> <p>8) Tip sheet created by GACA Chair (Lisa O'Neill) and ED on how to conduct a meeting</p> <p>9) Each committee maintains active, ongoing research efforts, as a standing agenda item and/or subcommittee, to research and share relevant publications, laws and programs</p> <p>> Establish committee goals and objectives with measurable outcomes; review during each meeting</p> <p>Action: Objectives for AICC approved 5.8.2015; LPCC reviewed 5.8.2015</p>	<p>Lisa O'Neill/ Melinda Preston</p> <p>All</p> <p>Committee Chair</p> <p>All</p> <p>Committee Chair</p> <p>Committee Chair</p> <p>Committee Chair</p> <p>Chair/ED/Lisa O'Neill</p> <p>All</p>	<p>TBD</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>by 1st Chair orientation</p> <p>ongoing</p>	<p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>ongoing</p> <p>Included in training for all on 1.8.15</p> <p>completed</p>

Measure #4	Responsible Party	Target Date	Actual Date
4. Increase awareness of GACA throughout the state green = completed; red = action; blue = ongoing efforts			
E. Ad Hoc Committee carefully considered data from 2013 Senior Action Days when developing recommendations Action: Ad Hoc used input from 2013 Senior Action Days	Ad Hoc Committee	5/15/2015	Completed Nov. 2014 annual planning
A. Develop a consistent message and branding for GACA >Executive Committee recommends PR group (Ad Hoc/Task Force) > Create and begin to implement an approved formal Public Relations Plan by Ad Hoc Committee or Task Force Action: Marketing Ad Hoc Committee formed; met 9.8.2015	Volunteers: Doyle Meredith, Teresa Lopez, Trudy Schuett, Allison Perrin/TBD		Pending Kick off 9/8/15
B. Obtain promotional items (e.g., buttons, notepads) Action:			Pending
C. Develop one concise "elevator speech" which staff and members use frequently >Ideas of palm card, tent business card with all information - elevator speech, website, priorities, contact information, mission and purpose > Include media/social media in PR Plan > Issue press release when appointments made Action: Press release - N/A not done with Councils & Commissions per Boards & Commissions			Pending Pending Pending N/A
D. Offer a speakers' bureau made up of members and staff (as able) and offer programs to constituent groups statewide Action:			Pending
E. Enhance outreach through Senior Action Days 1) Work to increase attendance by constituents, legislators and government officials as well as aging service providers and advocates; Action: GACA member facilitators actively engaged in outreach during 2015 cycle; (7 events held - Tucson, Kingman, Prescott Valley, Cottonwood, Sunsites, South Phoenix, Apache Junction) 2) Actively share data gathered - ongoing 3) Use data gathered to form GACA Committee goals and establish timelines Action: data shared with GACA members at 11/6/15 meeting for wider distribution and follow up with legislators, local and regional officials.			Efforts underway Fall 2015 11/6/2015 Planning Meeting

Measure #4		Responsible Party	Target Date	Actual Date
4) Include former GACA members/liaisons, committee members (alumni) >Governor announces Senior Action Days; Governor's proclamation & local proclamations >Policy Advisor attends Senior Action Days >Partner with DAAS State Plan on Aging forums for Senior Action Day PR Action: DAAS sent staff to 6 of 7 events in 2015				completed
	F. Make concrete plans for reinstituting a biennial Governor's Conference on Aging sponsored by GACA Action: GACA voted to sponsor AZ4A statewide conference May 19-20, 2016 at 11/6/2015 annual planning meeting.			ongoing
	G. Create a formal Public Relations Plan by Special or Ad Hoc Committee Action: Marketing Ad Hoc Committee formed; met 9.8.2015			Kick off 9/8/15

Measure #5	Responsible Party	Target Date	Actual Date
5. Conduct joint training and educational opportunities about aging issues in Arizona with other agencies and aging-related organizations around the state green = completed; red = action; blue = ongoing efforts			
A. Requested liaisons and other stakeholders consider GACA for joint workshops, seminars, "mini" conferences (with eyes on bigger conference later) at all 2015 meetings and annual planning meeting. Requests to be reiterated periodically. >(Ideas of) Arizona Department of Health Services/ADHS conference on healthy aging; Maricopa Association of Governments/MAG Arizona Age-Friendly Communities conference (as potential partnerships) Action: GACA was sponsor of 2015 Arizona Age-Friendly Network Conference - "Going Places" GACA supported Office on Aging cosponsorship of Az Alzheimer's Consortium Conference 6/12/2015	Chair	ongoing	Request part of ED /Chair's message to Liaisons ahead of GACA meetings
B. Achieve full member involvement/engagement by helping arrange speakers, venues, publicity >Council members input in programs Action:	All	ongoing	ongoing
C. Promote GACA purpose, mission, activities; PR Group Action:	TBD	By 5/31/15	ongoing
D. Include former GACA members/liaisons/committee members (alumni) Action:	All	ongoing	ongoing

Measure #6	Responsible Party	Target Date	Actual Date
6. Organize an even-numbered year Summit of statewide aging officials and leaders, alternating with Senior Action Days during odd-numbered years green = completed; red = action; blue = ongoing efforts			
A. Initial idea was shared at GACA's 2014 July and September meetings Action: Note: GACA approved sponsorship of AZ4A May 19-20, 2016 conference in Flagstaff at 11/6/15 planning meeting.			
B. Determine how GACA can collaborate to achieve their goals Action:	All	ongoing	
C. Include former GACA members/liaisons/committee members (alumni) Action: Note: former GACA members engaged in Senior Action Day and Annual Planning Meeting in 2015	All	ongoing	